CLERICAL OCCUPATIONS

A student who has completed Job Corps' Clerical Occupations program is trained and ready to work in this field. To complete a trade, the student must learn the academic and vocational skills required for graduation. Job Corps students also learn good work and personal habits, preparing them for life after Job Corps. To complete the Clerical Occupations program, a student must master skills in the following categories:

Receptionist

BUSINESS ENGLISH

Use proper grammar, sentence structure, spelling and punctuation; communicate verbally and through written communications.

TELEPHONE PROCEDURES

Demonstrate telephone etiquette, the ability to place, screen and transfer telephone calls and the use of voice mail.

OFFICE PROCEDURES AND RESOURCES

Organize, prioritize and plan work; use office reference handbooks; manage appointments, reservations and itinerary schedules; use the Internet as a resource for office information and research.

TYPEWRITING PROCEDURES

Complete keyboard orientation; type numbers and symbols.

KEYBOARD SKILLS AND PROCEDURES

Lay out documents; prepare correspondence; use proofreaders' marks; type from rough draft documents; prepare agendas, minutes, columns, tables and financial statements.

COMPUTER SKILLS AND PROCEDURES

Identify computer components, technology, terminology; demonstrate care and maintenance; perform a cold boot and a warm boot; format a disk; move through drives; copy a file to floppy disk; erase a file.

USING WORD PROCESSING SOFTWARE

Load software programs; open and save a document and exit a program; perform basic keyboard, formatting and cursor commands; calculate 35 net words per minute.

PHOTOCOPIER

Use features on the photocopier.

CALCULATOR SKILLS

Use basic functions of calculator; use subtotal key with whole numbers; calculate at 150 KSPM.

PREPARE AND PROCESS MAIL/COMMUNICATIONS

RECORD KEEPING/BUSINESS MATH

Record data and narrative; write checks and balance account; reconcile bank statements; record petty cash transactions.

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FILING SYSTEMS

File creation and maintenance.

Word Processor

(Receptionist skills plus the following:)

COMPUTER SKILLS AND PROCEDURES

Transmit data using communications software; demonstrate the use of a CD-ROM and printer functions.

USING DATABASE SOFTWARE

Explain the functions of a database; define "records" and "fields"; create a database and input alpha and numeric data; modify records; query a database and create reports for specific information; use mathematical functions; enhance printing with headers, footers, page numbers and date codes.

USING WORD PROCESSING SOFTWARE

Change line and page format; use block function; edit a document using find and replace; use spell check, thesaurus, grammar check, and reveal/hide codes; create a multipage document, numbered paragraphs, outlines, table of contents, line numbering, merged documents, format tables and text columns; insert graphics; use macros to simplify repetitive tasks; use document assembly; calculate 40 net words per minute.

OPERATING SYSTEMS/FILE MANAGEMENT

Perform basic Windows operations; use Windows desktop icons and tools.

USING SPREADSHEET SOFTWARE

Identify uses and parts of a spreadsheet; demonstrate basic keyboard and file management functions, spreadsheet range functions and printing; perform basic computations; create simple and complex formulas and copy from cell to cell; use absolute and relative cell references; create graphs; use date and time computations.

USING PUBLISHING/GRAPHIC SOFTWARE

Create a document using desktop publishing software.

COMPUTER NETWORKS

Explain networking terminology; explain the differences between stand alone and networks.

TRANSCRIPTION EQUIPMENT

RECORD KEEPING/BUSINESS MATH

Compute hours from time cards; prepare invoices.